



Conciliation Register

Disability Discrimination Act 1992

For complaints conciliated and finalised in the period of 1 October 2002 - 31 March 2003

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Staff training / development program Reference provided Financial compensation
Compensation	\$4,000
Complaint Summary	Complainant has a vision impairment that prohibits her from driving. Complainant Employed with respondent company as an account co-ordinator. Complainant applied for a promotion but was unsuccessful in part because complainant couldn't drive. Complainant believes she has been denied opportunities to progress because of her disability and her role is becoming narrower.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment Employment options improved
Terms of Settlement	Employment options improved
Complaint Summary	Writer claims he dislocated his shoulder and he was put on light duties but later there was no further work and is not being offered casual work although he believes it is available.

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Employment options improved
Complaint Summary	Complainant has Attention Deficit disorder. Complainant claims his respondent employer regards him as slow, inept and lazy. Complainant claims he advised respondent of his disability prior to commencing employment. Complainant claims he has had little training.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant's position with respondent agency was to be made excess. Complainant was advised of another position but she claimed she could not do it because of her disability, an arthritic condition which causes stiffness and pain. Complainant claims other positions available that she could perform but she was only offered position she could not do because of disabilities.
Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Reasonable adjustment Development of action plan
Complaint Summary	Complainant claims she was discriminated against by respondent Commonwealth because she was unable to fill in the census form. Complainant is vision impaired
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant has restricted mobility in his shoulder and has been on restricted duties with respondent agency for a couple of years. It appears two work areas are merging and complainant has been advised there is no available restricted duties for him in 'new area'.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved Financial compensation
Compensation	\$52,000
Complaint Summary	Complainant was employed by respondent company for twelve years. Complainant experienced tingling in his neck, shoulders and left arm. Complainant required surgery but this did not stop the sensory and mobility symptoms he had. Complainant's medical practitioner cleared complaint to return to work in his supervisor role which complainant did until he was terminated a few months later. Complainant claims respondent said it was restructuring and given complainant's mobility was worsening he couldn't do his job. Complainant says no medical assessment was requested or undertaken and no reasonable adjustment considered.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Private settlement - terms not disclosed to HREOCA
Complaint Summary	Complainant suffered a workplace injury in a motor vehicle accident on the way to work. Complainant suffered a back injury which resulted as incomplete paraplegia. Complainant was on Workers Compensation and then on a graduated return to work programme. Complainant's position was made redundant and since then complainant claims respondent has not assisted her finding another job despite positions becoming available. Complainant claims disability discrimination.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant claims she was offered a job at respondent Commonwealth organisation subject to a medical assessment. It appears offer was withdrawn because she has had inflammatory conditions and bursitis previously. The position was as a clerical officer.

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Complainant satisfied with response
Complaint Summary	Complainant has been an employee of respondent telecommunications company for many years and has worked in a variety of jobs. Complainant most recently worked in customer service. Complainant recently advised he was to be retrenched. Complainant says no plausible reason other than his vision impairment which is worsening. Complainant claims he can still fulfil the requirements of his job.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$20,000
Complaint Summary	Complainant who has Non Hodgkins Lymphoma claims that he applied for a position within the school where he currently teaches. Complainant claims that he was very unwell on day of his interview and performed badly and was not successful. Complainant claims he told panel Chairman of his ill health before interview but Chairman "did not view it as necessary to tell them". Complainant also outlines a number of incidents where because of his condition has limited his access and opportunities to promotion.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant claims that he had a motorbike accident fifteen years ago and that approximately twelve months ago the ongoing pain from the accident worsened. Complainant claims that job was changed and included duties that aggravated injury. Complainant requested adjustment but this was not provided. Complainant currently working very restricted hours but claims duties available he could do.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$85,000
Complaint Summary	Complainant was seconded to respondent company to assist setting it up. Complainant required hospitalisation for medical condition. Complainant was made redundant although he claims his job has recently been advertised

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant applied for job with respondent Commonwealth authority. Complainant passed initial stages of selection process and attended a medical assessment. Complainant has depression and advised medical practitioner of this. Medical Officer noted scars on complainant's arms. Complainant attended an interview after this. Complainant was later advised he was not successful because of his psychiatric disability
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant claims respondent labour company have not referred her to any jobs because she made a workers compensation claim.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant is employed by respondent Council. Complainant has a mobility disability which has necessitated hip replacements. Complainant has experienced worsening pain and her medical practitioner has advised not to use stairs. Complainant proposed refurbishment of workplace which has been rejected. There is no lift in the building and complainants duties require her to climb stairs daily.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$20,000
Complaint Summary	Complainant has dyslexia. He was dismissed while on probation with the respondent government department. Complainant claims that reason given for his dismissal is that he did not have sufficiently developed written skills. Complainant claims basis of dismissal was because of his disability as appropriate adjustment had not been provided at the time his employment was terminated.

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$15,000
Complaint Summary	Complainant injured his shoulder at work. Complainant claims respondent discriminated against him on the basis of his injury by requiring him to return to work on full duties until he could see a physician. Complainant was then dismissed.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$5,500
Complaint Summary	Complainant injured his back at home while on holidays. Complainant asked respondent if he could work shorter hours for three weeks - but respondent refused. Complainant claims respondent will only let him return full-time.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Policy change / change in practice
Compensation	\$8,000
Complaint Summary	Complainant is blind. Complainant is studying musical arrangement at respondent College. Complainant claims that assistance has not been followed-up for complainant to fully participate in the course
Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Provision of goods / services / facilities Policy change / change in practice
Complaint Summary	Complainant claims respondent college has cancelled a particular course it offered to students with disabilities but continues to offer the same course unmodified to students without disabilities.

Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant has spondylolisthesis and a hearing impairment. Complainant is enrolled at respondent University. Complainant claims respondent has not accommodated his disabilities as a lecturer because didn't know how to use the hearing equipment and too much of course is provided electronically and because of complainant's back problems is unable to access all material that way.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Reference provided Record changed Financial compensation
Compensation	\$3,000
Complaint Summary	Complainant was diagnosed with "psychosis" condition after an incident at work. Complainant was cleared to return to work on light duties but was made to do full duties and became ill again. Complainant's employment was terminated.
Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Record changed
Complaint Summary	Complainant claims criteria used for a University award discriminates against people with disabilities as criteria are based on full time attendance.
Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Reasonable adjustment provided
Complaint Summary	Complainant's son has an intellectual disability and is enrolled at respondent school. Complainant says a couple of weeks after enrolling her son at the school the Principal told her she was wrong in enrolling her son in mainstream school. Since that time complainant claims her son has not been given enough attention and/or aid.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Apology - private Financial compensation
Compensation	\$15,000
Complaint Summary	Complainant is blind. Complainant enrolled in business course at respondent University. Complainant claims that the course material has not been provided to him in an accessible format.

Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Financial compensation
Compensation	\$8,000
Complaint Summary	Complainant's eight year old son has Duchenne Muscular Dystrophy. Complainant claims his son has been discriminated against by school psychologist who has written negative reports, been dismissive and unsupportive and influenced teachers.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Access to education / training Reasonable adjustment provided
Complaint Summary	Complainant has Attention Deficit Hyperactivity Disorder and a dissociative identity disorder. Complainant alleges University has not provided accommodation for her disabilities by not providing appropriate alternative formats, for notes and exams, continual requests for medical evidence etc.

Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Staff training / development program
Complaint Summary	Writer states that her son has autism and is in Year 11. Writer claims her son is bullied and harassed by students and staff at the school. In particular office and library staff watch his every move, teachers' aides have been told not to talk to him and he was harassed over not accepting a traineeship. Writer claims Principal said there is no place for a child with a disability at the school.

Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Reasonable adjustment

Complaint Summary Complainant's son suffers from reflex anoxic seizures and requires close supervision at kindergarten. Complainant claims respondent school has denied any responsibility for her son at school because of his disability and claims cannot provide any additional supervision.

Ground Disability of person(s) aggrieved - indirect

Area Goods / services & facilities

Terms of Settlement Reasonable adjustment

Complaint Summary Complainant is hearing impaired. Complainant is a financial partner in respondent ministry. Complainant advises a crusade is being organized and complainant requested 'live' captioning be used at crusade. It appears respondent has refused because hearing loop and Auslan interpreter are being provided.

Ground Disability of person(s) aggrieved - direct
Disability of person(s) aggrieved - indirect

Area Goods / services & facilities

Terms of Settlement Reasonable adjustment provided

Complaint Summary Complainant who is totally blind states that she receives letters from Government respondent but must arrange for someone to read her mail to her. Complainant must remember her customer reference number to be able to use Department's call centre and is disadvantaged in that the timeframes she has to respond to inquiries is more difficult to meet than those of a sighted person. Complainant requires her correspondence in Braille to access this information equitably than a sighted person.

Ground Disability of person(s) aggrieved - indirect

Area Goods / services & facilities

Terms of Settlement Access to premises provided

Complaint Summary Complainant has a mobility disability and multiple sclerosis. Complainant uses a motorised wheelchair. Complainant claims that the 'stairclimber' in respondent cinema does not take her chair and is undignified. Complainant claims less favourable treatment.

Ground Disability of person(s) aggrieved - direct

Area Goods / services & facilities

Terms of Settlement Policy change / change in practice
Reasonable adjustment provided

Complaint Summary Complainant has a vision impairment. Complainant applied for tertiary education admission. Complainant claims that test she had to sit was not appropriate for her visual impairment and insufficient accommodation provided.

Ground Disability of person(s) aggrieved - indirect

Area Goods / services & facilities

Terms of Settlement Access to facilities provided

Complaint Summary Complainant uses a wheelchair and claims there are no disabled parking bays near beach she frequents. Complainant also generally claims insufficient disabled parking in respondent Council area.

Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Access to premises Apology - private
Complaint Summary	Complainant claims she was refused entry to inside of respondent cafe because she had a guide dog. Complainant claims she was advised she could only sit in the outside areas.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation
Compensation	\$2,000
Complaint Summary	Complainant states he is vision impaired. Complainant says he and his carer entered a public toilet and were hounded out and humiliated by centre management security.
Ground	Disability of person(s) aggrieved - direct Harassment
Area	Goods / services & facilities
Terms of Settlement	Staff training Apology - private
Complaint Summary	Complainant has a mobility disability and uses a disabled persons parking permit. Complainant regularly uses respondent car park and utilizes dedicated parking space. Complainant has had on-going issues with non-permit cars and bikes using the space. Recently complainant complained about this and respondent employee told complainant to stop complaining or he'd "kick your backend". Complainant claims employee threatened to stop him using car park if he complained.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment provided
Complaint Summary	Complainant is blind. Complainant claims respondent regulatory body's website is not accessible to him.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant has a mobility disability and multiple sclerosis. Complainant uses a motorised wheelchair. Complainant claims that the 'stairclimber' in respondent cinema does not take her chair and is undignified. Complainant claims less favourable treatment.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation
Compensation	\$400
Complaint Summary	Complainant claims he was refused entry to respondent casino because security thought he was drunk. Complainant says he has a disability to his spine and advised respondent of this and showed his walking aid attached to his leg under his trousers. Respondent still refused complainant entry.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Undertaking to cease an action
Compensation	\$500
Complaint Summary	Complainant uses a wheelchair and/or scooter as she had polio as a child. Complainant essentially claims that she is harassed by respondent to search her bags and scooter whenever she shops at respondent supermarket. Complainant claims disability discrimination.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant's son has ADHD and Tourette Syndrome. Complainant claims respondent sports Club has excluded him because other parents complained about his swearing.
Ground	Disability - person assisted by trained animal
Area	Goods / services & facilities

Terms of Settlement	Policy change / change in practice
Complaint Summary	Complainant claims that respondent hospital would not allow him in the clinic area to be with his carer because he has an assistance animal. Complainant has depression and anxiety which is alleviated by the assistance animal.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Development of action plan
Complaint Summary	Complainant is blind. Complainant claims respondent State authority's website is not accessible to him.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Change in practice / policy
Complaint Summary	Complainant claims she has been unable to obtain a disabled parking permit because respondent does not provide them to people who are blind. Complainant's son is blind.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant claims respondent airline cancelled a booking he had made for him and his carer because it could not accommodate his disability - a fused kneecap. Complainant uses a scooter and at times a foldable manual wheelchair.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment Change in policy / practice
Complaint Summary	Complainant has a mobility disability and is unable to bend his leg. Complainant claims respondent airline advised it couldn't accommodate complainant's disability for an airline flight.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Access to premises provided
Complaint Summary	Complainant and her husband both use wheelchairs. Complainant claims they had lunch at respondent restaurant but found the toilets inaccessible in two of respondent restaurants. Complainant claims restaurants are new.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment Policy change / change in practice
Complaint Summary	Complainant one has quadriplegia and complainant two has paraplegia. Complainants both claim that respondent imposes a condition that a customer has to travel to a post box, post office or intercept a Postal Delivery Officer if they want to post letters. Complainants also claim many post boxes are inaccessible for people in wheelchairs.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Financial compensation
Compensation	\$1,000
Complaint Summary	Complainant who is legally blind, has a hearing impairment and uses a guide dog claims he was discriminated against when he dined in the respondent's restaurant. Complainant claims that while dining with his daughter, he was approached by a staff member and told "you can't have dogs in here". Complainant claims he told staff member it was a guide dog. Complainant claims Manager of store made same approach and told them they would "have to leave as you can't have dogs in here". Complainant claims he was questioned whether he was blind and then told that they were not allowed to move until they were ready to go.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Complainant satisfied with response
Complaint Summary	Complainant has a hearing impairment and claims respondent rail system does not provide adequate services regarding announcements for the hearing impaired.

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premise
Terms of Settlement	Apology - private
Compensation	\$538
Complaint Summary	Complainant claims she was advised respondent restaurant was accessible for people in wheelchairs. Complainant made a booking but on arrival found there were three steps into the restaurant and she was unable to access the premises.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant claims that the local hotel does not provide access for people in wheelchairs
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant claims that the local hotel does not provide access for people in wheelchairs.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant's daughter has muscular dystrophy and uses an electric wheelchair. Complainant claims that respondent restaurant, which is new, is not wheelchair accessible. Complainant says her family contacted respondent to make a booking for her daughter's birthday but was advised access could only be gained by non-electric chairs.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Apology - private Access to premises
Complaint Summary	Complainant claims respondent association office is not accessible to her and she is prevented from accessing meetings etc held in the venue. Complainant is a member of the association and has a mobility impairment.

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access provided
Complaint Summary	Complainant claims the State and Federal elections in his area are not held in a wheelchair accessible venue.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Complainant satisfied with response
Complaint Summary	Complainant claims that as part of an Association outing complainant was to attend respondent winery for a lunch and tour. Complainant found that winery was not wheelchair accessible. Complainant uses a scooter. Complainant was unable to attend.
Ground	Disability of person(s) aggrieved - indirect
Area	Accommodation
Terms of Settlement	Access to premises provided
Complaint Summary	Complainant who has a mobility disability claims there are no disabled parking spaces at respondent public housing complex.
Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Reasonable adjustment Development of action plan
Complaint Summary	Complainant claims she was discriminated against by respondent Commonwealth agency because she was unable to fill in the census form. Complainant is vision impaired.